GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

STARRED QUESTION NO:173
ANSWERED ON:14.03.2017
Communication with CAPF
Arunmozhithevan Shri A.

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Government has any proposal to establish a direct line of communication between officials of various hierarchical levels with the top echelon in the Central Armed Police Force (CAPF) and if so, the details thereof;

(b) whether the Government is developing a mobile application which could be used by CAPF personnel and officers to air their grievances and if so, the details thereof; and

(c) whether all security aspects are being taken into account while introducing such application and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI KIREN RIJIJU)

(a) to (c): A Statement is laid on the Table of the House.
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-2-

STATEMENT REFFERED TO IN REPLY TO THE LOK SABHA STARRED QUESTION NO.*173 FOR 14.3.2017.

(a) to (c): All the Central Armed Police Forces (CAPFs) have in place appropriate channels of communication between men and officers in respective organisations. Apart from direct forms of communication/ interaction such as Open Darbar, Sainik Sammelan and personal hearing etc, which are part of established fora of communication/interaction at various levels, Information and Communications Technology (ICT) based communication such as web-based/app-based grievance redressal, mobile services, e-mail etc are also put in use with due security audit as per rules.

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